

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 06/04/2007 Last Review Effective Date: 02/13/2008
SUBJECT: Quality Management	SECTION: QM 1.3

SUBTITLE: Performance Measures

POLICY:

It is the policy of Children's Rehabilitative Services Administration (CRSA) to ensure the achievement of performance measure targets established for present contract year.

STANDARD:

CRSA will meet the minimum performance standards and show continuous improvement toward meeting performance goals as established by state and federal regulatory agencies.

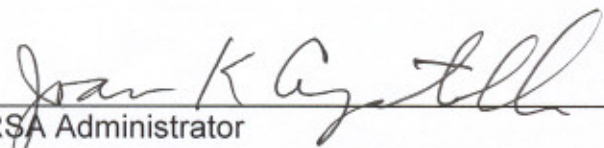

PROCEDURES:

- 1) Performance measurement will be completed as described within CRSA's contract with Arizona Health Care Cost Containment System (AHCCCS).
- 2) CRSA shall meet the minimum performance standards for the following measures and continue to improve the performance to meet the goals as established by AHCCCS:
 - a) Preliminary Determination of Medical Eligibility;
 - b) Timeliness of Initial Evaluation; and
 - c) First Appointment with the Specialty Provider.
- 3) CRSA will report performance by presenting year to date information quarterly to the CRSA Quality Management Committee (QMC) and within the annual quality management program evaluation. When standards are not met, input from contractors will be sought to address barriers using a quality systems approach (i.e. PDCA, Plan, Do, Check, Act).
- 4) Performance measurement reports will be provided to each CRS Contractor on a quarterly basis to provide the opportunity for corrective action of performance below the minimum standard(s).
- 5) The CRSA QMC will approve and monitor corrective action plans developed by each CRS Contractor to achieve the minimum performance standard(s).
- 6) When contractors are under corrective action, CRSA will evaluate performance standards on a monthly basis. When the CRS Contractor has met the minimum performance standard based on compiling of 3 consecutive months of data the

CRSA QMC will close the corrective action plan for that standard. The CRS Contractor will be notified of this determination in writing. The contractors performance monitoring will then return to the ongoing quarterly monitoring schedule. Validation of implementation of corrective actions will take place during the annual administrative audit.

If a contractor is under corrective action at the time of the Annual Administrative Review, then the standard will be found non-compliant and further actions will be taken.

- 7) CRSA will comply with national performance measures and levels that may be identified by the Center for Medicare and Medicaid Services CMS in consultation with AHCCCS and/or other relevant stakeholders.
- 8) CRSA will submit performance measure data as specified by AHCCCS and or other regulatory, state, and federal agencies as defined within contract, rules, and or regulation.

Approved:	Date:
 _____ CRSA Administrator	<u>2/18/08</u>
 _____ CRSA Medical Director	<u>2/19/08</u>